

Amendments to Claims

1. (Amended) In a computer network having an advisory module operable to communicate with a management system through a network device, the management system managing operations of one or more field service providers employed to provide a service at a destination facility, a method for providing advisory information to the management system, the method comprising:

receiving collected data related to the destination facility, the collected data being associated with a data type;

analyzing the collected data to generate a data conclusion, the data conclusion being based on the data type of the collected data;

determining whether the collected data is associated with a time-critical situation at the destination facility;

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if the collected data is associated with a time-critical situation at the destination facility, mapping the data conclusion to time-critical advisory information; and

responsive to the operation of mapping the data conclusion to time-critical advisory information, establishing a communication session with the management system, wherein presenting the time-critical advisory information is presented to the management system through the network device during the established communication session.

2. (Unchanged) A method as defined in claim 1, further comprising:

if the collected data is associated with a non time-critical situation at the destination facility, mapping the data conclusion to non time-critical advisory information; and
storing the non time-critical advisory information in a storage module.

3. (Unchanged) A method as defined in claim 2, further comprising:

producing a copy of the time-critical advisory information; and
storing the copy of the time-critical advisory information in the storage module.

4. (Unchanged) A method as defined in claim 3, wherein the storage module has one or more customer account records having one or more data-type records, the storing act comprising:

if the collected data is associated with a time-critical situation at the destination facility, storing the copy of the time-critical advisory information in a specific data-type record based on the data-type of the collected data; and

if the collected data is associated with a non time-critical situation at the destination facility, storing the non time-critical advisory information in a specific data-type record based on the data-type of the collected data.

5. (Unchanged) A method as defined in claim 4, further comprising:

receiving a customer account code input by a requesting entity via a communication device, the customer account code specifying a specific customer account record;

accessing the specific data-type record associated with the specific customer account record based on a specialty area specified in an identification code input by the requesting entity;

retrieving advisory information stored in the specific data-type record; and

transmitting the retrieved advisory information to the requesting entity via the communication device.

6. (Unchanged) A method as defined in claim 5, wherein the requesting entity is a field service provider.

7. (Unchanged) A method as defined in claim 5, wherein the requesting entity is a management system.

8. (Unchanged) A method as defined in claim 1 further comprising:

receiving an instruction from the management system requesting that the time-critical advisory information be provided to a field service provider; and

presenting the time-critical advisory information directly to the field service provider.

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9. (Unchanged) A method as defined in claim 1, wherein the management system manages operations of a service providing company employed to provide a service to a customer at the destination facility and the receiving act comprises:

collecting device data associated with a utility device maintained at the destination location;

collecting business data associated with the customer; and

collecting census data associated with the destination facility.

10. (Unchanged) A method as defined in claim 1, wherein the operation of determining whether the collected data is associated with a time-critical situation at the destination facility comprises:

analyzing the collected data against an escalation rule to determine whether the collected data satisfies time-critical criterion.

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11. (Unchanged) A method as defined in claim 1, wherein the presenting act comprises:

transmitting time-critical advisory information to a network device used by the management system in interacting with the advisory module via the computer network.

12. (Unchanged) A method as defined in claim 11, wherein the network device is a computing module and the advisory information is in the form of a script.

13. (Unchanged) A method as defined in claim 12, wherein the script is in a form selected from the group consisting of an audio script, a textual script, a binary script and an audio/visual script.

14. (Unchanged) A method as defined in claim 13, wherein the management system is a computing system communicating with the advisory module via a computer-based language.

15. (Unchanged) A method as defined in claim 13, wherein the management system is a person receiving natural language scripts from the advisory module.

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16. (Unchanged) A network advisory system interacting with a management system, the network advisory system comprising:

a data collector receiving collected data related to a destination facility, the collected data being associated with a data type;

an intelligence module receiving the collected data from the data collector and generating a data conclusion relating the collected data to an advisory rule corresponding to the data type;

an escalation module receiving the data conclusion and analyzing the data conclusion against an escalation rule to determine whether the collected data is associated with a time-critical situation.

a mapping module mapping the data conclusion to advisory information based on the data type of the collected data; and

a registration/communication module automatically presenting the advisory information to the management system if the escalation module determines that the collected data is associated with a time critical situation.

17. (Unchanged) A network advisory system as defined in claim 16, wherein the data collector receives device data associated with a utility device located at the destination facility.

18. (Unchanged) A network advisory system as defined in claim 16, wherein the data collector receives account data associated with a service being provided at the destination facility.

19. (Unchanged) A network advisory system as defined in claim 16, wherein the registration/communication module presents the advisory information to a field service provider upon receiving a request from the management system instructing the registration/communication module to provide the advisory information to the field service provider.

20. (Unchanged) A network advisory system as defined in claim 16 further comprising:

a storage module storing the advisory information, wherein the registration/communication module retrieves the advisory information stored in the storage module and transmits the advisory information to a requesting entity accessing the network advisory system via a communication device.

21. (Unchanged) A network advisory system as defined in claim 20, wherein the storage module comprises one or more customer account records, the customer account records including one or more data-type records, wherein the advisory information is stored in and retrieved from a data-type record based on the data type of the collected data.

22. (Unchanged) A network advisory system as defined in claim 21, wherein the registration/communication module selects the data-type record storing the advisory information based on a customer account code and an identification code associated with the requesting entity, retrieves the advisory information stored in the data-type record and transmits the advisory information to the requesting entity.

23. (Unchanged) In a computer network having a server computer operable to communicate with a management system through a network device, a method for providing advisory information to a field service provider, the advisory information generated from collected data being associated with a data type and a destination location, the method comprising:

determining whether the collected data identifies a time-critical situation at the destination facility;

if the collected data identifies a time-critical situation at the destination facility, mapping the data conclusion to time-critical advisory information;

responsive to the operation of mapping the data conclusion to time-critical advisory information, presenting the time-critical advisory information to the management system via the network device;

receiving a request from the management system to present the time-critical advisory information to the field service provider; and

presenting the time-critical advisory information to the field service provider.

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24. (Unchanged) A method as defined in claim 23, wherein the time-critical advisory information is in the form of a script.

25. (Unchanged) A method as defined in claim 23, wherein the management system presents the time-critical advisory information to the field service provider.

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27. (Unchanged) A method as defined in claim 23 further comprises selecting one or more appropriate field service providers to receive the time-critical advisory information and wherein the operation of presenting the time-critical advisory information comprises presenting the time-critical advisory information to each of the one or more field service providers.

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(Amended) A computer program product readable by a computing system and encoding a computer program of instructions for executing a computer process for providing advisory information to a management system in a computer network having an advisory module operable to communicate with the management system through a network device, the management system managing operations of one or more field service providers employed to provide a service at a destination facility, the computer process comprising:

receiving collected data related to the destination facility, the collected data being associated with a data type;

analyzing the collected data to generate a data conclusion, the data conclusion being based on the data type of the collected data;

determining whether the collected data is associated with a time-critical situation at the destination facility;

if the collected data is associated with a time-critical situation at the destination facility, mapping the data conclusion to time-critical advisory information; and

responsive to the operation of mapping the data conclusion to time-critical advisory information, establishing a communication session with the management system, wherein presenting the time-critical advisory information is presented to the management system through the network device during the established communication session.

July 1, 2011

~~29.~~ (Unchanged) The computer process in the computer program product of claim 28, wherein the computer process further comprises:

if the collected data is associated with a non time-critical situation at the destination facility, mapping the data conclusion to non time-critical advisory information; and
storing the non time-critical advisory information in a storage module.

July 1, 2011

~~30.~~ (Unchanged) The computer process in the computer program product of claim 28, wherein the computer process further comprises:

producing a copy of the time-critical advisory information; and
storing the copy of the time-critical advisory information in the storage module.

July 1, 2011

~~31.~~ (Unchanged) The computer process in the computer program product of claim 30, the storage module has one or more customer account records having one or more data-type records, the storing act comprising:

if the collected data is associated with a time-critical situation at the destination facility, storing the copy of the time-critical advisory information in a specific data-type record based on the data-type of the collected data; and

if the collected data is associated with a non time-critical situation at the destination facility, storing the non time-critical advisory information in a specific data-type record based on the data-type of the collected data.

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~~32.~~ (Unchanged) The computer process in the computer program product of claim 31, wherein the computer process further comprises:

receiving a customer account code input by a requesting entity via a communication device, the customer account code specifying a specific customer account record;

accessing the specific data-type record associated with the specific customer account record based on a specialty area specified in an identification code input by the requesting entity;

retrieving advisory information stored in the specific data-type record; and

transmitting the retrieved advisory information to the requesting entity via the communication device.

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rule 33. (Unchanged) The computer process in the computer program product of claim 28, wherein the computer process further comprises:

receiving an instruction from the management system requesting that the time-critical advisory information be provided to a field service provider; and

presenting the time-critical advisory information directly to the field service provider.

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Contd* 33. 34. (Unchanged) The computer process in the computer program product of claim 28, wherein the operation of determining whether the collected data is associated with a time-critical situation at the destination facility comprises:

analyzing the collected data against an escalation rule to determine whether the collected data satisfies time-critical criterion.

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